

PROCEDURE 1340.02
Issued: May 14, 2001
Effective Date: May 21, 2001

SUBJECT: Internet Search Engine

APPLICATION: Executive Branch Departments and Sub-units

PURPOSE: To provide the State of Michigan with a standard search technology that will search content across all State sites that are operated by or for the State of Michigan.

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SUMMARY: Implementation of the e-Michigan portal requires a standard search engine that will provide for search breadth and search capability. In terms of search breadth, the search engine will provide the technology to search and index all sites operated by or for the State of Michigan. The search engine will also provide the capability for users use natural language queries.

As part of the e-Michigan portal award, Inktomi Search Software is the product selected as the Internet Search Engine to be used throughout the State for searching all web-published content.

APPLICABLE FORMS: None.

PROCEDURES:

General Information: The e-Michigan Office recently selected IBM Global Services and subcontractors to develop and implement the e-Michigan portal. An integral component for a successful portal is the intelligent search engine capabilities. The State of Michigan requires a capability for all Internet users accessing State web pages to have a one-click access search function that has crawled and indexed all sites operated by or for the State. The search engine must be capable of providing information on services, information and transactions housed on any web or application server operated by or for the State of Michigan.

Further, the search engine must be capable of initially crawling and indexing 500,000 pages on both State-operated and third party operated sites. It must update and search out changes to websites and locate correct URLs, and provide support for HTML, XML, TXT, RTF, PDF, MS Office documents.

The search engine must have the capability for users to select how return results will be presented (complete description, brief description, URL).

Additional Search Features:

- Natural language queries
- Phrase search and phrase recognition
- Fielded searches
- Case-sensitive or insensitive searches
- Ability to search on current results
- Sort by dates or relevance
- Boolean queries
- Search on all word variants
- Search on spacing variants

Operational Policies: When agencies convert to the web content management standard (1340.01), they are also required to convert to Inktomi Search Software for web content searches. Agencies will architect their web pages and documents in such a way that the metadata and keywords are compatible with the enterprise search engine's method of crawling. This search engine will not circumvent the search capabilities that are native to other systems in place, such as CRM and document management systems. However, users must have a way to access to the public content in these systems via the enterprise search engine.

Maintenance:

DMB: Acquisition Services shall not approve any acquisition or purchase request without confirmation from the Department of Information Technology, Office of Research and Policy that such request is in compliance with the standard.

Operating Unit (OU): Any and all projects, consulting requests, equipment and software acquisition requests, or ITB's relating to Search Engines will be subject to review for compliance with this standard.

DIT: The Office of Strategic Policy will review this standard on a continuing basis and make recommendations for changes. An appropriate group of staff, representing a wide-range of State Operational Units, will review and possibly revise these standards and guidelines as often as needed.

Exceptions from this standard for reasons other than those outlined above will be made through the exception handling process described in the Exception Process Template.
